

Fig. 1

Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type
100	Calls From Prospects	8	9
100	Claims Calls	4	3
101	Calls From Prospects	5	9
101	Claims Calls	6	7
101	Calls From Preferred Customers	0	0

Fig. 2

Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Composite Preference For Work Type
100	Calls From Prospects	8	9	10
100	Claims Calls	4	3	8
101	Calls From Prospects	5	9	7
101	Claims Calls	6	7	10
101	Calls From Preferred Customers	0	0	0

Fig. 3

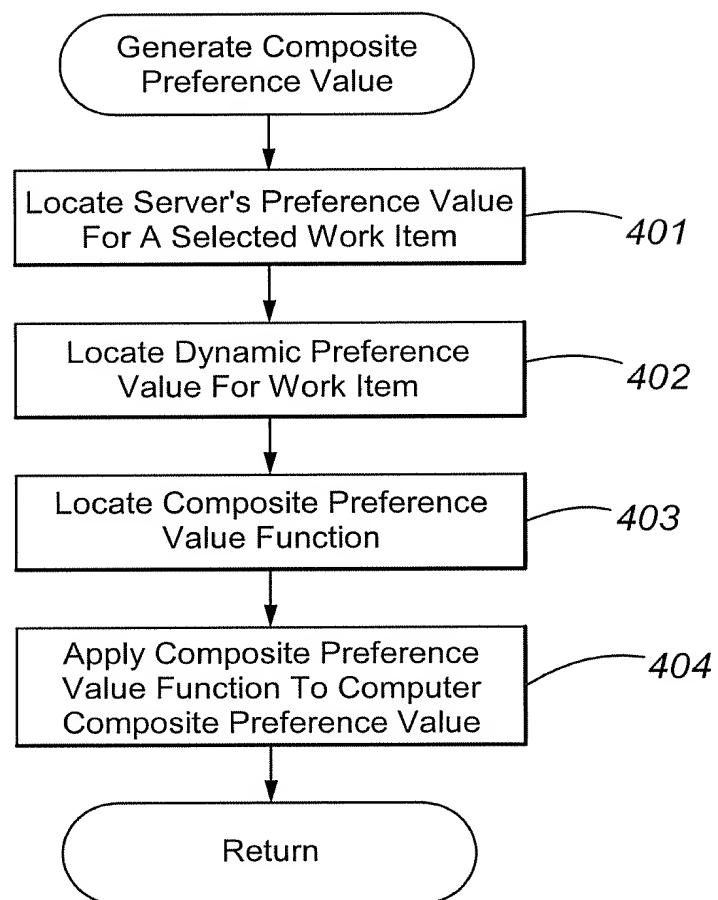


Fig. 4

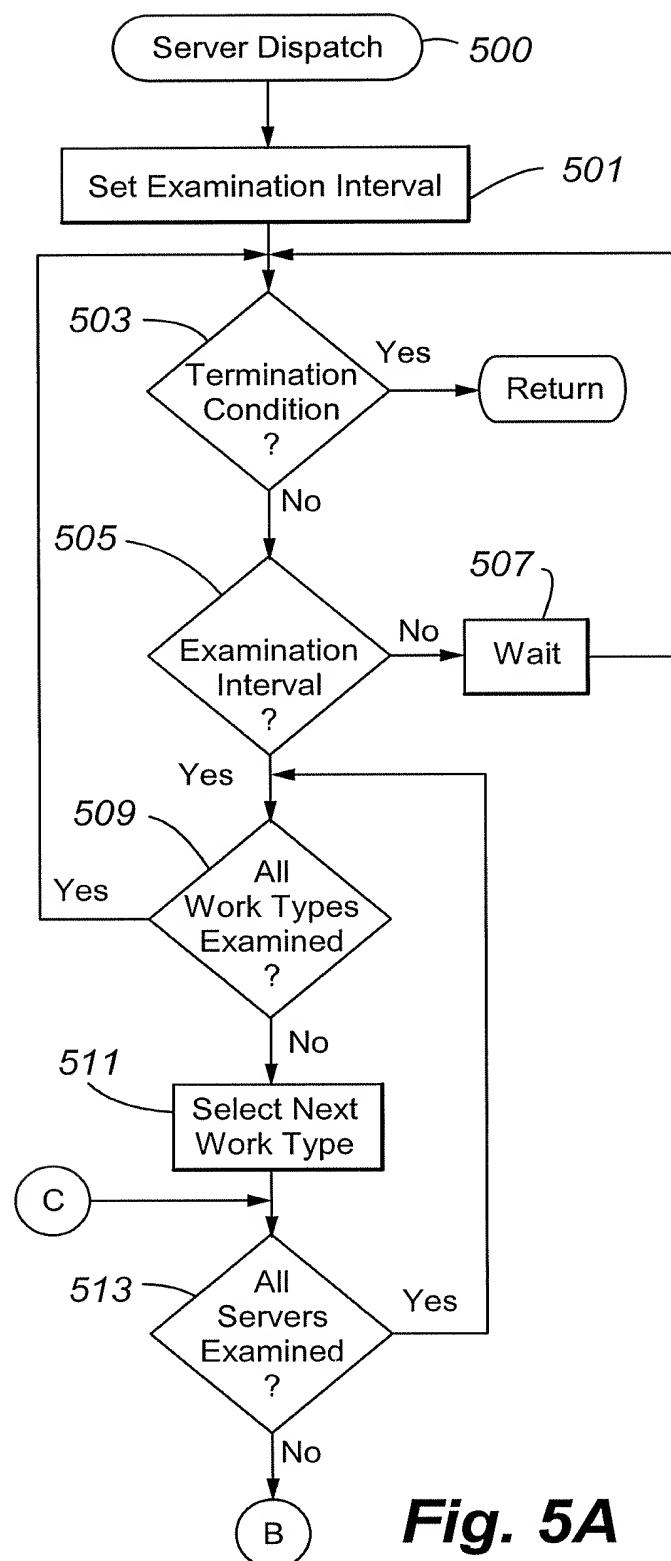


Fig. 5A

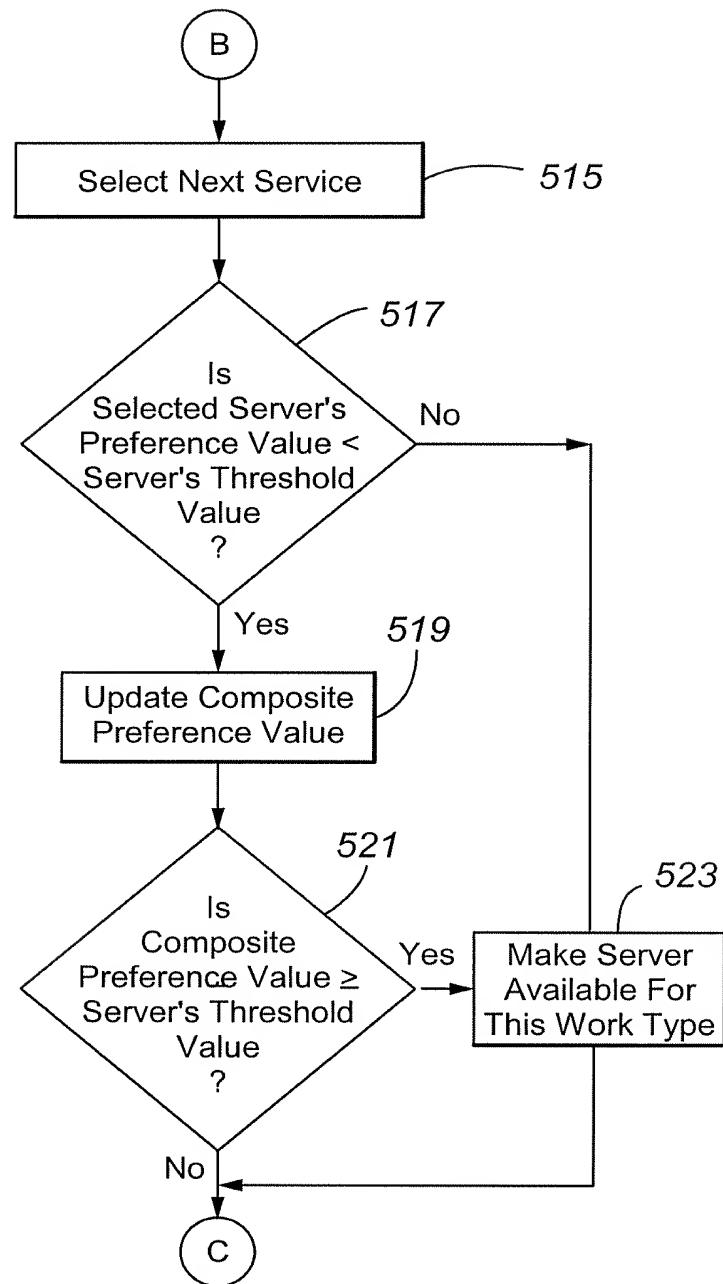


Fig. 5B

The diagram illustrates two tables, Fig. 6A and Fig. 6B, each containing four rows of data. The data is represented by boxes with numerical values, and specific cells are highlighted with labels 601 through 605.

Fig. 6A Data:

Work Type	Available Servers
Calls From Prospects	42
Claims Calls	30
Calls From Preferred Customers	15

Fig. 6B Data:

Work Type	Available Servers
Calls From Prospects	48
Claims Calls	24
Calls From Preferred Customers	15

Labels 601 through 605 are placed near specific cells in both tables:

- 601 is near the first column header of Fig. 6A.
- 602 is near the second column header of Fig. 6A.
- 603 is near the value 42 in Fig. 6A.
- 604 is near the value 30 in Fig. 6A.
- 605 is near the value 15 in Fig. 6A.
- 601 is near the first column header of Fig. 6B.
- 602 is near the second column header of Fig. 6B.
- 603 is near the value 48 in Fig. 6B.
- 604 is near the value 24 in Fig. 6B.
- 605 is near the value 15 in Fig. 6B.

Fig. 6A

Fig. 6B

Fig. 6C

Work Type	Available Servers
Calls From Prospects	53
Claims Calls	24
Calls From Preferred Customers	10

Fig. 6D

Work Type	Available Servers
Calls From Prospects	50
Claims Calls	26
Calls From Preferred Customers	11

Fig. 6C

Fig. 6D

Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Dynamic Preference Value for Work Type	Composite Preference Value
100	Calls From Prospects	8	9	2	10
100	Claims Calls	4	3	4	8
101	Calls From Prospects	5	9	2	7
101	Claims Calls	6	7	4	10
101	Calls From Preferred Customers	0	0	0	0

Fig. 7

Server ID		Work Type	Server Performance For Work Type	801	806
100		Calls From Prospects	8		
100		Claims Calls	4	802	
101		Calls From Prospects	5		803
101		Claims Calls	6		804
101		Calls From Preferred Customers	0		805

Fig. 8

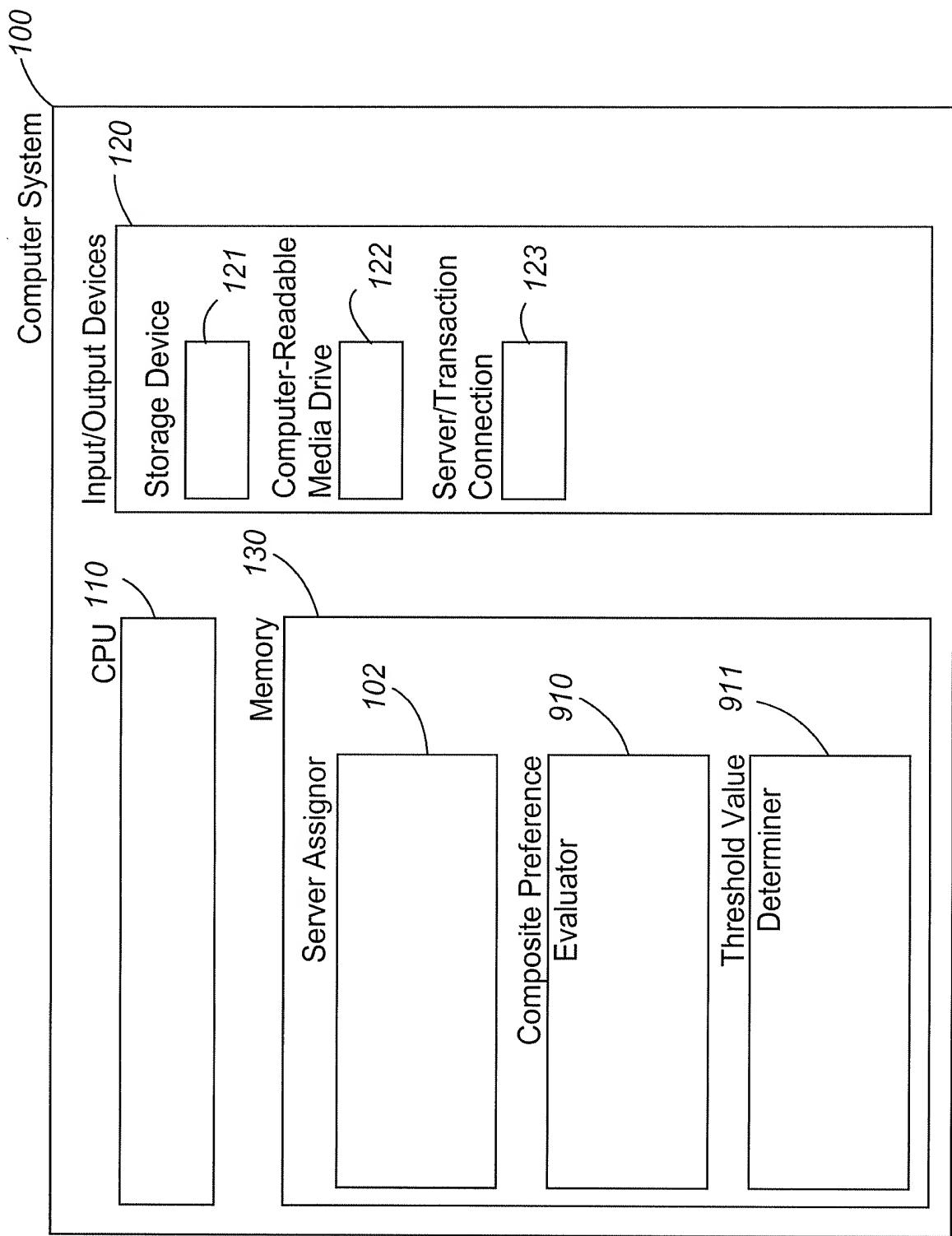


Fig. 9A

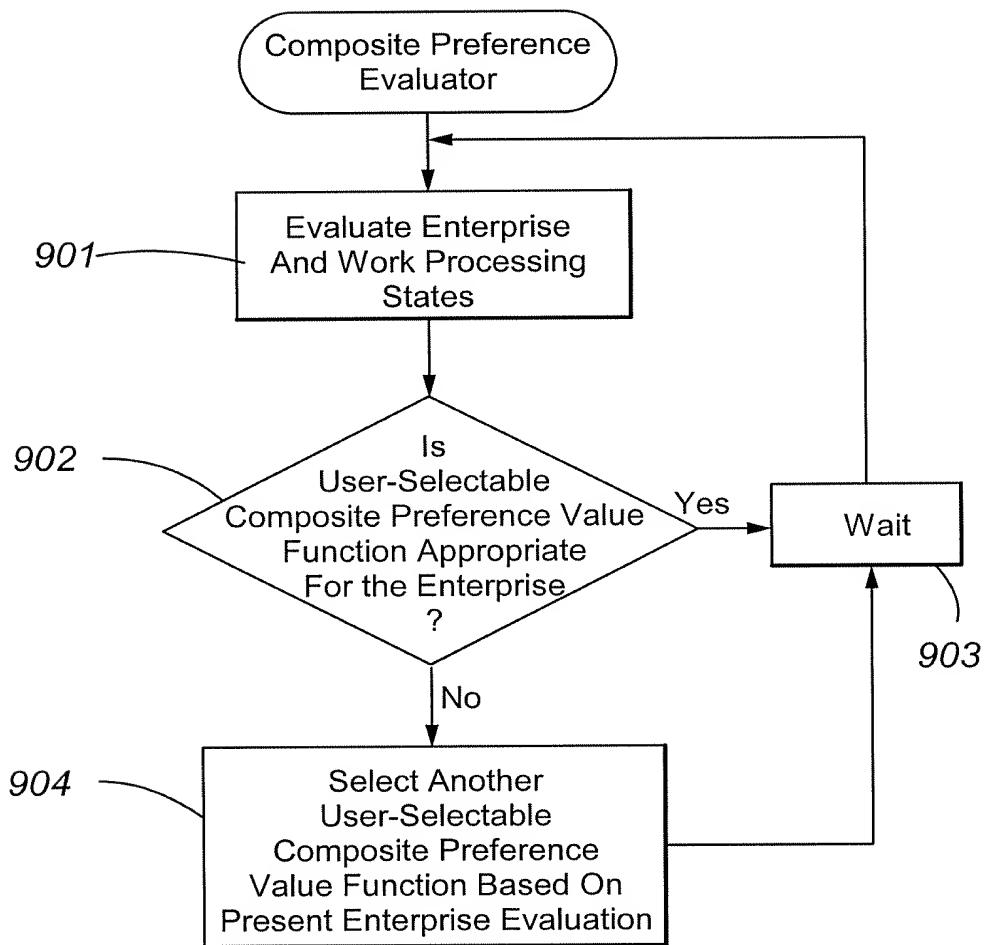


Fig. 9B

Agent ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Composite Preference For Work Type
100	Calls From Prospects In Western Region	8	9	1001
100	Claims Calls From Western Region	4	3	1002
100	Calls From Prospects In Central Region	5	9	1003
100	Claims Calls From Central Region	6	7	1004
100	Public Utility Mandated Calls	8	9	1005

Fig. 10

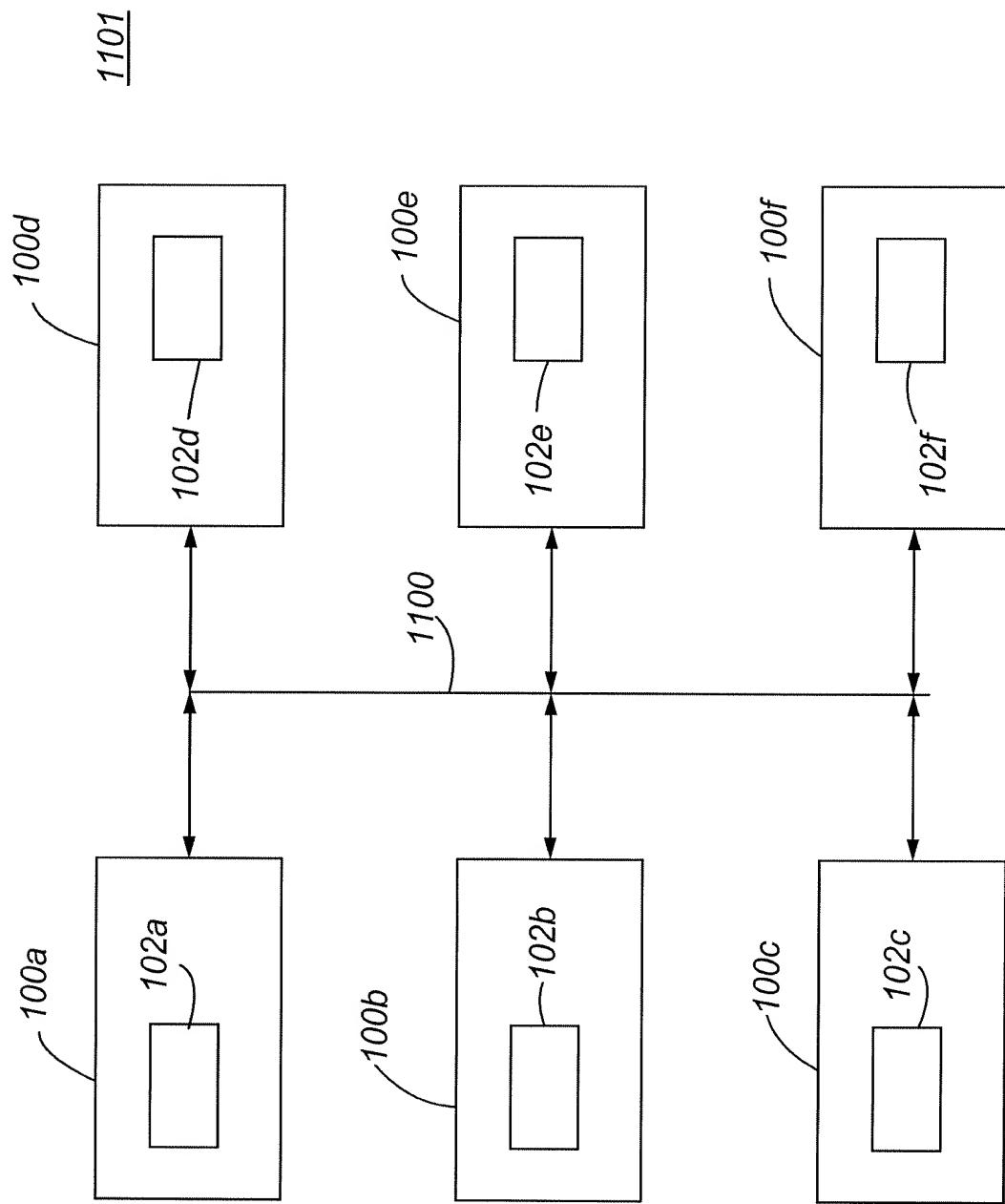


Fig. 11